

# ESP Empathy Statements

E-S-P is a great tool to have better communication AND apply listening skills.

## E-S-P

- **Empathy**  
Use a descriptive word to restate patient's feelings to demonstrate caring for patient's well-being
- **Stop**  
for silence allowing patients time to think and speak
- **Probe**  
for deeper understanding using open-ended questions




## Five things you should never, ever say to a patient

- I know how you feel
- I understand
- Everything happens for a reason
- I'm sure it's nothing to worry about
- At least you...

## It's a good time to use an empathy statement when...

Giving patients a new diagnosis, introducing new medications, sharing upsetting news, when family members are reacting, etc.

Learning to build an Empathy Statement is easy:  
**First**, introduce the statement with a sensory word  
**Second**, connect that with a linking word  
**Third**, name the emotion

Introduction Sensory word		Name the Emotion
I can imagine	that	this is very frustrating
I can see	why	you're anxious
I can hear	how	upset you are
It sounds	like	you're very disappointed